



JOB DESCRIPTION

Title: **ENERGY SERVICES MANAGER**
Department: Power
Class Code: 5165
FLSA Status: Non-Exempt
Effective Date: March 1, 2003 (Rev. 07/2008)
Grade: 23

GENERAL PURPOSE

Under general supervision of the Assistant General Manager, performs professional administrative and field work in the development, design, marketing and implementation of customer services for all classes of Murray City Power customers, as well as cost of service study projects, rate analysis and design projects, and power load analysis and forecasting.

EXAMPLE OF DUTIES

- *-- Participate in Demand Side Management decision making and implementation; responsible for encouraging, developing and conducting energy efficiency programs that meet Murray City Power goals and customer needs.
- *-- Conduct walk-through energy audits for residential and commercial customers, providing analysis of current circumstances and options for customers to increase energy efficiency and cost effectiveness of their power consumption; respond to customer inquiries and referrals on energy consumption and high bill complaints using personal expertise or various other resources in the department.
- *-- Identify Key Account customers and develop and maintain profile database including information on the customer's needs, requirements, activities, associated business trends, manufacturing or production processes, and personnel, including establishing and maintaining open, personalized, credible business relationships with decision makers at all levels in Key Account organizations.
- *-- Participate in creating solutions to customer's energy challenges and/or service needs; assume role of leadership in coordinating modification of existing services, products, and policies, or the development of new products or services, etc., in response to industry changes and customer expectations.

- *-- Prepare necessary reports, and make periodic presentation to management, Power Advisory Board, Mayor and City Council, regarding rate performance, Supply Cost Adjustment calculations and implementation, and other topics as assigned.
- *-- Recognize and communicate potential competitive threats and develop strategies for response to preserve customer base and loyalty.
- *-- Participate in coordination and performance of periodic cost of service analysis projects, rate analysis and design projects, and power load analysis and forecasting projects.
- *-- Assist in annual preparation of budget proposals pertinent to assigned responsibilities.
- *-- Develop, coordinate, implement, and maintain student education programs in the Murray schools, including classroom materials, presentations, and others that may be developed through contracts and direct involvement.
- *-- Coordinate Power Department participation in, or sponsorship of, community events (Public Power Celebration, Arbor Day/Earth Day, Night Out Against Crime, etc.) that benefit customers and build positive public relations for the department or city.
- *-- Develop, coordinate and implement public education programs, including literature distribution, preparation of customer newsletters, presentations to community groups and advertising campaigns.
- *-- Responsible for design, implementation and regularly updating the Murray City Power internet website.
- *-- Design and document computer based models, databases, and data handling systems associated with above duties
- *-- Prepare reports and conduct surveys, studies, and special projects, as required and assigned.
- Performs other duties as assigned.

MINIMUM QUALIFICATIONS

Education and Experience

- Graduated from a four-year college or university with a Bachelor's Degree in public relations, marketing, business administration, or related discipline, and two (2) years experience of progressive energy market experience working with large commercial/industrial customers or any equivalent combination of education and/or experience.

Special Requirements

- Must possess a valid Utah driver's license.
- Must have current Energy Auditor Certification, or be able to obtain such certification within five (5) months of employment.

Necessary Knowledge, Skills and Abilities

- Knowledge and experience in marketing energy services and data analysis techniques, knowledge of energy efficiency and conservation methods; knowledge and experience with problem solving, negotiation and relationship building with staff and customers.
- Skill and proficiency in use of personal computers, particularly spreadsheets, databases, word processing, web development software and Windows operating environment.
- Ability to communicate effectively both verbally and in writing to maintain effective working relationships with employees, the public and outside agencies; to include an outgoing assertive presentation style.

TOOLS & EQUIPMENT USED

- Personal computer, including word processing, spreadsheet and database software; phone; vehicle; pager; copy and fax machine and other equipment pertaining to this position.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is frequently required to stand, walk, talk or hear. The employee is occasionally required to use hands to finger, handle, feel or operate objects, tools, or controls; and reach with hands and arms. The employee is occasionally required to climb or balance; stoop, kneel, crouch or crawl.
- The employee must frequently lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

-- Work is performed primarily in an office setting. The noise level in the work environment is usually quiet to moderate.

DEPT/DIVISION APPROVED BY: _____ DATE: _____

EMPLOYEE'S SIGNATURE: _____ DATE: _____

H. R. DEPT. APPROVED BY: _____ DATE: _____

*Essential functions of the job